

Energy Advice Booklet

How to understand energy and save money



citizens
advice

ENERGY
BEST
DEAL

BIG ENERGY
SAVING
NETWORK

ofgem

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1. GET A BETTER ENERGY DEAL

Understand your contract and choices

You can often save money on your gas and electricity bills by switching to a new energy supplier.

To switch, you'll need to:

- decide how you want to pay
- compare suppliers and tariffs to find the best deal for you

A 'tariff' is the amount you pay for your energy. It can vary depending on how you pay your bills. Energy companies offer different kinds of tariff.

If you don't want to switch your supplier, you can ask them if there is a cheaper tariff you can move to. Your supplier must tell you which of their tariffs is cheapest for you.

If you rent, you can still choose your energy supplier and how you pay. Your landlord can only choose if the energy account is in their name.

There are rules in place to make it easier for you to understand your current contract and switch.

Energy suppliers must:

- tell you which of their tariffs is cheapest for you
- only recommend tariffs and services that are appropriate for you
- not mislead you or use high-pressure sales tactics
- tell you about price changes in advance
- use clear terms and conditions you can understand
- make it easy for you to compare tariffs

If your supplier doesn't follow these rules, you can complain (see page 19).

Choose how you want to pay

You can pay for energy in lots of different ways. Think about the good and bad points of different payment methods before you decide. Energy suppliers should let you choose how you want to pay. Some payment methods might limit your choice of tariffs.

Direct debit

This might suit you if you have a regular income and a bank or building society account.

You pay the same amount at the same time each month. Your supplier will take the money out of your account on an agreed date. This can help with budgeting, but it's important to make sure you have enough money in your account each month before the payment comes out.

Your bills will normally be estimated, so it's important to give your supplier regular meter readings so you pay the right amount for the energy you use.

Quarterly bills

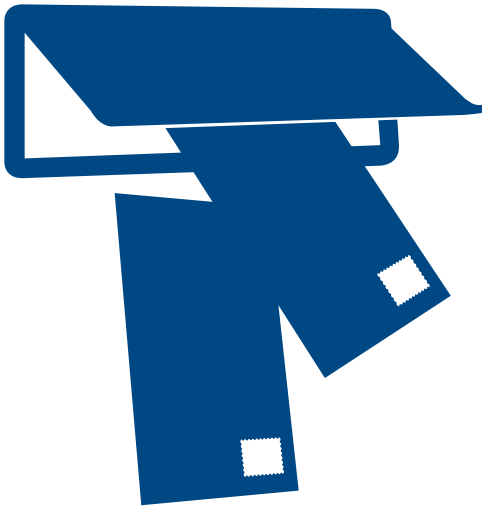
This might suit you if you're good at budgeting or don't have a bank account.

You'll get a bill every 3 months. You'll have to pay it by a certain date – if you forget, you might have to pay a late payment charge.

You can usually pay by:

- cash – at the Post Office
- cheque
- standing order
- credit or debit card

Your bills will cover 3 months of energy, so you'll need to pay a larger amount in one go compared to monthly or fortnightly payments. What you'll need to pay can vary because you'll probably use more energy in winter.



Prepayment meter (pay as you go)

This might suit you if you want tight control over your energy spending. If you're in debt, you can make sure you don't overspend. Prepayment meters cost you more in the long run, so think about how this could affect you before you decide.

If you have a prepayment meter you'll pay for energy in advance – usually by buying credit at top-up points in local shops or the Post Office. You might find it easier to manage your budget because you pay small amounts at a time. You only pay for what you use – there are no estimated bills.

A prepayment meter is usually more expensive in the long run because the rates are higher. The choice of tariffs is also limited.

You pay a daily fee called a 'standing charge' even when you're not using energy. You have this with a normal meter too, but with a prepayment meter you need credit to pay. If you get a prepayment meter, it's important to check how often you need to top it up to avoid building up a debt or being disconnected.

Talk to your supplier if you want to get a prepayment meter.



Top tip

If you have a prepayment meter and run out of credit, you could end up with no gas or electricity.

Regular budget payments

This might suit you if you don't have a bank account or are repaying debts.

You make regular smaller payments using a card your supplier gives you. You can make payments weekly, fortnightly or monthly.

You can pay your bill in lots of different places. Find your nearest place to pay at [paypoint.com](https://www.paypoint.com) or [payzone.co.uk](https://www.payzone.co.uk).

Fuel Direct

This might suit you if you're on certain benefits and need help paying your energy bills. Payment is taken directly from your benefits and given to your supplier. It can be used for your normal energy bill and any debt you have. If your bill is more than the amount taken from your benefits, your debt and future payments will increase.

You can apply for Fuel Direct if you get one of the following benefits:

- Income-Based Jobseeker's Allowance
- Income Support
- Income-related Employment and Support Allowance
- Pension Credit
- Universal Credit (but only if you're not working)

Contact your nearest Jobcentre Plus to apply.

Compare different energy tariffs and suppliers

Before you start, you'll need to know:

- the name of your current supplier and tariff
- how much energy you use and how much you pay
- how you pay for your energy
- your postcode

You can find this information on your energy bill.

If you get the Warm Home Discount on your electricity bill (see page 32), check whether you'll still get it if you switch. Not all suppliers offer it.

You can compare deals using our price comparison website: <https://energycompare.citizensadvice.org.uk>. The website also tells you the customer service rating for each supplier.

If you can't access the internet, you can call the Citizens Advice Consumer Service.

Citizens Advice Consumer Service

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English helpline: 0808 223 1133

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Welsh helpline: 0808 223 1144

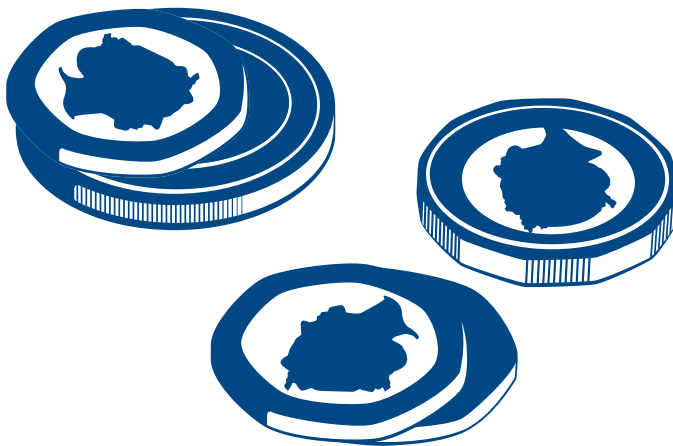
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Textphone: 18001 + helpline number

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Most energy suppliers offer 'fixed price' tariffs. How much you'll pay for energy stays the same for the length of the deal. Fixed price tariffs are often cheaper, but you might need to pay by direct debit. You will be tied into a contract for the length of the deal.

Suppliers also have a 'standard variable' tariff, sometimes called a 'default tariff'. The price can go up or down, but you're not tied into a contract. These tariffs have a price cap. Price caps limit the amount suppliers can charge for each unit of energy, not the total bill. If you use more you will still pay more.



Switch your tariff or supplier

If you've chosen a new tariff with the same supplier, let them know and they'll arrange the change for you.

You might have to pay a penalty (exit fee) if you change supplier or tariff before the end of your current deal. If you switch when your contract ends, your supplier cannot charge an exit fee.

If your deal ends and you don't switch, your supplier might put you on another fixed deal. They can only do this if:

- it's the same price as or cheaper than their standard variable tariff
- it's similar to your current deal
- there's no exit fee

If you've chosen a new supplier, follow these steps:

1. Make sure you've paid all your bills – your energy supplier can stop you switching if you owe them money
2. Contact the new supplier and tell them the tariff you'd like to switch to – you can do this over the phone or online. They'll contact your current supplier to set up the switch
3. After the switch, check your new contract to make sure it's what you signed up for – if you're not sent one automatically, you can request one
4. Take a meter reading on the day you switch – your old supplier will use this to work out your final bill
5. Pay your final bill to your old supplier, or get a refund if you're in credit

Your old supplier will tell you if you're in credit.



Top tip

If you switch online or over the phone, you get a 14-day 'cooling off' period when you can cancel the contract if you change your mind. This starts the day after your new contract begins. The cooling off period also applies if you've switched face-to-face with a sales representative – for example, in a public place like a supermarket or shopping centre.

If you've applied for the Warm Home Discount but haven't got it yet, you'll have to apply again when you switch. Check if your new supplier has different rules about who gets it.

If you have a prepayment meter and you owe less than £500 for each fuel (gas and electricity), you can still switch. Your debt will transfer with you.

Contact your supplier if you have any problems when you switch. You can also call the Citizens Advice Consumer Service for help.

If a switch goes wrong, you might be able to get compensation – talk to your supplier or Citizens Advice to check.

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Textphone: 18001 + helpline number

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Understand smart meters

A smart meter is a new kind of gas and electricity meter. Smart meters are being introduced across Britain as part of a government scheme. All suppliers should now offer a smart meter.

Smart meters automatically send meter readings to your supplier. This means:

- you won't have to read the meter yourself
- you won't get estimated bills or back bills
- you'll get detailed information about your energy use

Smart meters come with a display that shows you how much energy you're using and what it costs. They can help you track your energy use and save money.

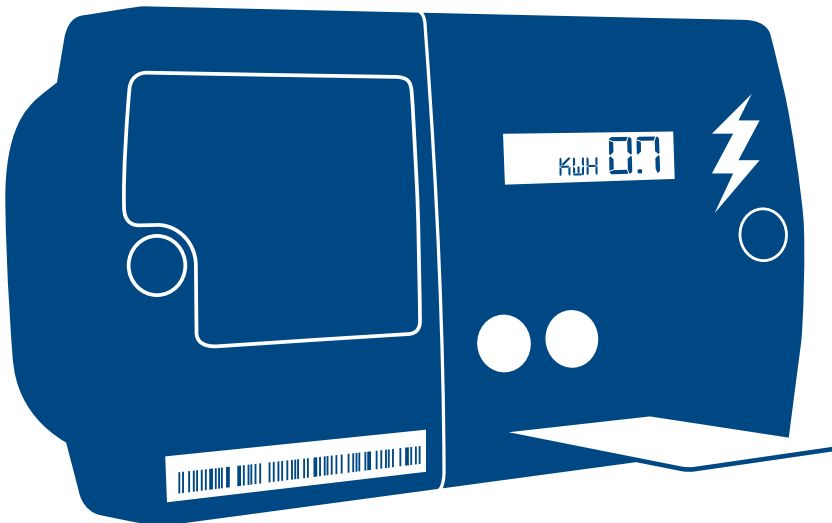
You can choose how often your smart meter sends information to your supplier.

Energy suppliers must offer everyone a smart meter by 2024. You don't have to have one if you don't want one. You can also get a smart meter and ask your supplier to turn the smart functions off. This means it will act like a normal meter.

You won't have to pay to have a smart meter installed.

In the future, you might not be able to get the cheapest tariffs if you don't have one.

You can still switch supplier if you have a smart meter. If you have an early version of a smart meter, it might lose smart functionality with your new supplier. The government is working on a solution to this problem.



Energy options if you don't have mains gas

Electricity and Economy 7

With an Economy 7 tariff, the electricity you use at night is much cheaper. But it's more expensive than standard tariffs during the day.

Economy 7 might be a good deal for you if you use electric storage heaters to heat your home. Storage heaters use electricity during the cheap period. Then they provide heat when you need it during the day.

If you don't have storage heaters, Economy 7 won't be suitable for you.

You can save money on an Economy 7 tariff by:

- charging devices like mobile phones at night
- setting a timer on your hot water tank so that water is heated at night
- using a slow cooker, which uses less electricity than an oven
- using a microwave instead of an electric hob where possible



Top tip

Never run tumble dryers, washing machines or dishwashers when you are asleep. This can be a fire risk.

Heating oil

If you use heating oil, fill up your tank before winter. Oil is more expensive in December, January and February. Find the best price by getting quotes from different suppliers.

You could join an oil club if there's one in your area. Oil clubs negotiate with suppliers for the best bulk price for heating oil. This could save you money.

Oil clubs are run by the Action with Communities in Rural England network (ACRE). Find out if there's an oil club near you by contacting your nearest ACRE member. Use the map on the ACRE website: <http://acre.org.uk/in-your-area/network-members/>. Or you can phone ACRE on **01285 653477**.

Most heating oil suppliers are members of the UK and Ireland Fuel Distributors Association (UKIFDA). The UKIFDA has a customer charter that explains the service you should get from its members. It also tells you how to complain. Ask your supplier for a copy of the charter or find it online: <https://ukifda.org>.

The UKIFDA also has a scheme called Cold Weather Priority. This prioritises oil deliveries to older people during the winter months. You can join this scheme if one or more people in your house is over 75. Talk to your supplier to sign up.

Liquid petroleum gas (LPG)

If you use LPG and have a tank for storing it, you'll usually have a contract with your LPG supplier. When it expires, you can compare suppliers to see if you can get a better deal.

Most LPG suppliers have payment plans or direct debit options to help spread the cost of buying LPG.

Nearly all LPG suppliers are members of the trade association, UKLPG. Its members support vulnerable customers who have:

- sight or hearing difficulties
- problems paying bills

UKLPG members will also give priority to vulnerable customers during fuel shortages.

Solid fuel

Solid fuel, like coal or wood, is cheaper to buy in bulk than in smaller bags. If you buy in bulk, the supplier usually delivers to your home, but you have to pay up front.

Heat networks

Heat networks (sometimes called 'district' or 'communal' heating) are a way of heating blocks of flats or groups of homes.

If your home is on a heat network:

- you can't switch your heat network supplier
- you might pay your heating bills to a management company or housing association – if you're renting, this might be part of your rent
- you might have to pay for maintenance costs – how much you need to pay can change over time

Manage your energy bills by:

- making sure you're on the right tariff – check with your heat network supplier to see if there is a better option for you (this will depend on your network)
- asking about prepayment meters if you prefer to budget weekly

You should also check whether the heat network supplier is part of the Heat Network Trust. If it is, you'll have more protection if there's a problem with your supply.



Top tip

If you're renting your home and pay for your heat as part of your rent, you could be at risk of eviction if you get behind on your payments. Contact your nearest Citizens Advice for help if you're in this situation.

If you think your bill is wrong

Contact your heat network supplier if you think you've been wrongly billed. You can find their contact details on their website or on your bill. If you don't know who your supplier is, ask your home's management company or whoever you pay rent to.

When you speak to your supplier, ask them to explain how they calculated the bill. Check your tenancy or lease agreement to see if it matches what you think you should be paying.

If you still think the bill is wrong, you should complain.

If you think the bill is right but you can't afford to pay it, ask if you can arrange a repayment plan. If your supplier won't do this, contact the Citizens Advice Consumer Service for help.

Citizens Advice Consumer Service

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English helpline: 0808 223 1133

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Welsh helpline: 0808 223 1144

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Textphone: 18001 + helpline number

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2. SAVE MONEY BY USING LESS ENERGY

Make sure your home is energy efficient

You can cut your energy bills by making your home energy efficient. You can contact your local Citizens Advice for help with this.

If you have access to the internet, you could do an online home energy check.

In England or Wales, use the Simple Energy Advice website: <https://www.simpleenergyadvice.org.uk/energy-efficiency/reduce-bills>.

In Scotland, use the Home Energy Scotland website: <https://homeenergyscotland-advice.est.org.uk/HEC/>.

You'll answer some questions and get a report that tells you what savings you could make.

You could also consider getting a smart meter installed – the display shows how much energy you're using. For more information, see page 12.

Complain about your heat network supplier

It's best to follow your supplier's complaints procedure – you should be able to find this on their website or a recent bill.

If complaining doesn't solve your problem, ask your supplier if they're a Heat Trust member. If they are, you can ask the Energy Ombudsman to help. You can call the Energy Ombudsman on 0330 440 1624.

If your supplier isn't a Heat Trust member, ask them if they're willing to use an 'alternative dispute resolution' scheme to solve the problem. This is where an independent organisation looks at the problem and makes recommendations for how to solve it.

If your supplier won't use alternative dispute resolution, or refuses to follow any recommendations, contact the Citizens Advice Consumer Service for help.

Citizens Advice Consumer Service

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Check if you could get an energy efficiency grant or loan

Government schemes can help you save money and reduce the amount of energy you use.

The main schemes are:

- in England, the Energy Company Obligation (ECO) and Green Homes Grant
- in Wales, ECO and Nest
- in Scotland, ECO and the Home Energy Efficiency Programme Scotland (HEEPS)

Energy Company Obligation (ECO)

If you're on certain benefits, you might be able to get a grant from this scheme. Grants are available for:

- new boilers
- loft insulation
- cavity wall insulation

You might also be able to get help if you're on a low income or have a health condition. Check the energy grants calculator on the GOV.UK website to see if you qualify: <https://www.gov.uk/energy-grants-calculator>.

If you don't have access to the internet, contact your local Citizens Advice for help. If you're in Scotland, you can also call Home Energy Scotland on 0808 808 2282.

Nest – Wales only

This scheme helps people in Wales to:

- reduce their fuel bills
- manage their money
- understand what benefits they're entitled to

Nest can also help you make your home more energy efficient if:

- you get a means-tested benefit like Child Tax Credit
- your home is privately owned or privately rented
- your home has an energy efficiency rating of E, F or G

This help is free. Means-tested benefits are the ones you get if your income and savings are below a certain level.

For more information, visit the Nest website on: <https://nest.gov.wales/en/>. Or you can call Nest on 0808 808 2244.

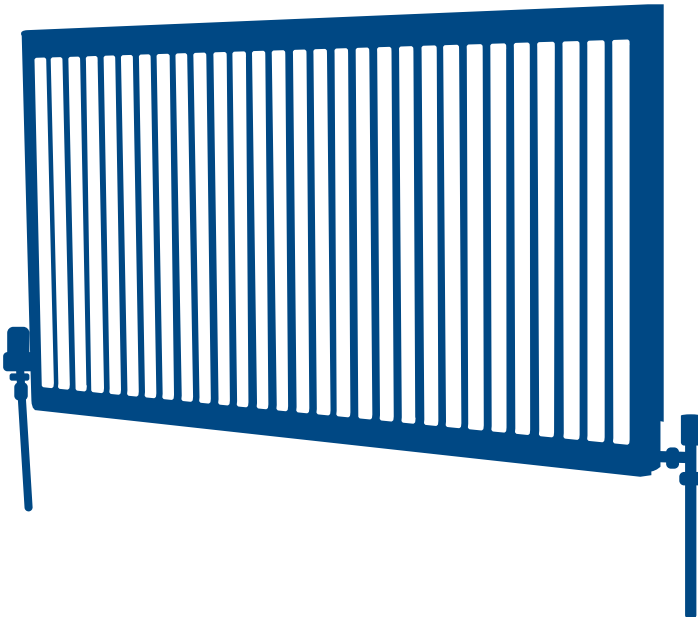
Home Energy Efficiency Programme Scotland (HEEPS) – Scotland only

This helps people in Scotland reduce energy bills and make their homes more energy efficient. It includes different schemes that could help you.

Area-based schemes

These are run by local authorities to help people experiencing fuel poverty. In Scotland, fuel poverty is when you spend more than 10% of your income on fuel costs. You could get help with insulation and heating systems.

Call Home Energy Scotland on 0808 808 2282 to check if you're eligible.



Warmer Homes Scotland

This helps vulnerable people make energy saving improvements to their homes.

The scheme is for homeowners and private tenants. You need to have lived in your home for at least 12 months. Call Home Energy Scotland on 0808 808 2282 to check if you're eligible.

If you're eligible, you'll get a survey of your home to see what improvements could be made. The Scottish Government will pay for most improvements. For certain more expensive improvements, like solid wall insulation, you might have to contribute towards the cost.

If you rent, your landlord will be told which improvements the government will pay for and which they'll have to pay for. You'll need your landlord's permission before any work is done.

Home Energy Scotland loan

This helps homeowners make energy efficiency improvements to their homes. You can apply if you're a homeowner and you live in your property. The amount you can borrow depends on the improvements you want to make.

For more information, contact Home Energy Scotland on 0808 808 2282. An advisor will explain how the loan works and send you an application form.

If you're renting from a private landlord

If you rent your home from a private landlord, they must provide you with an Energy Performance Certificate (EPC). This gives the property an energy rating between A (best) and G (worst).

Landlords can't rent out a property with a rating of F or G unless they have a good reason. From 1 April 2020 this applies to existing tenancies.

Some properties are exempt from this rule. You can check if your home is exempt on the GOV.UK website: <https://prsregister.beis.gov.uk/NdsBeisUi/register-search-exemptions>.

Landlords have to make sure their properties are safe to live in. If you think your home is too cold or damp to be safe, ask your landlord to make improvements.

If your landlord won't fix the problem, you can complain to your local council. Ask to speak to the private sector housing department. They'll check if your home is safe. If they decide it isn't, they can make your landlord fix the problem.

3. GET HELP IF YOU'RE STRUGGLING WITH YOUR ENERGY BILLS

Get extra support from your energy supplier

If your energy supplier classifies you as vulnerable, they'll add you to their priority services register. This means you'll get extra help or services from them free of charge.

You could be classed as vulnerable if you:

- have reached your State Pension age
- are disabled or have a long-term health condition
- have mental health problems
- have sight or hearing difficulties
- don't speak or read English well
- live with a child under 5 or are pregnant

If you think you're eligible, contact your supplier and ask them to add you to their priority services register. You'll find their contact details on their website or a recent bill.

You can also ask your supplier to pass your details on to your energy network. They will also have a priority services register. The energy network manages the electricity cables or gas pipes going into your home. This is not the same as the supplier you pay your bills to.

Priority Services Register – what support you could get

Improved access to your meter

If you have a prepayment meter and it's difficult to access, you can ask your supplier to move it or replace it with a normal meter. Some suppliers might charge for this.

If you have a normal meter that you can't access, you can ask your supplier to take regular meter readings for you.

Password protection scheme

You can agree a password with your supplier to use when they visit you. This means you'll always know they are genuine.

Bill nominee scheme

You can ask for your bills to be sent to a friend, relative or carer so they can help arrange payment.

Extra support during interruptions

Some people are more at risk if their energy supply is interrupted. For example, you might rely on gas or electricity to:

- use medical equipment
- store medicines (for example, in a fridge)
- stay warm

Tell your energy network if this applies to you. Or you can ask your supplier to tell the energy network for you. They can arrange to give you extra advance warning of any interruptions. They can also give you extra support, like alternative cooking or heating facilities, when your energy supply is interrupted.

Help for people with hearing or sight difficulties

Your energy supplier can provide:

- large print, Braille or talking bills
- suitable facilities to handle complaints and enquiries

Get a free gas safety check

If you rent your home, your landlord must provide a free gas safety check every year.

If you're a homeowner on means-tested benefits, you could get a free gas safety check every year. This makes sure appliances like boilers are safe.

Means-tested benefits are the ones you get if your income and savings are below a certain level (for example, Income Support).

As well as being a homeowner on means-tested benefits, you need to meet certain other conditions to get a free gas safety check. You'll be eligible if you live with a child under 5.

If you live alone, you'll be eligible if:

- you're disabled or have a long-term health condition
- you're at State Pension age

If you live with other people, the rules are different. To qualify, you have to be either:

- disabled or with a long-term health condition
- at State Pension age

As well as this, everyone else living in your home has to be one of the following:

- disabled or with a long-term health condition
- at State Pension age
- under 18

Grants and benefits to help you pay your bills

If you're struggling to pay your energy bills, you might be able to get grants or benefits to help.

Winter Fuel Payment

This is an annual payment to help with the costs of keeping warm in winter.

You can usually get a Winter Fuel Payment if you were born on or before 5 October 1954.

To find out how much you could get and how to claim, visit www.gov.uk/winter-fuel-payment. You can also call the Winter Fuel Payment helpline on **03459 15 15 15**.

Cold Weather Payments

Cold Weather Payments are one-off payments to help you pay for extra heating costs when it's very cold.

You'll get a payment each time the temperature drops below a specific temperature for a set period of time.

You'll be eligible if you already get one of the following:

- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit

To find out more, visit www.gov.uk/cold-weather-payment or contact your local Citizens Advice.

Warm Home Discount Scheme

You might be able to get £140 off your electricity bill under the Warm Home Discount Scheme if you're either:

- getting the guarantee credit part of Pension Credit
- on a low income

Contact your supplier to see if you qualify. Not all suppliers offer the Warm Home Discount Scheme. Check the table on page 38 to see if your supplier offers it.



Top tip

If you've applied for the Warm Home Discount but you switch supplier before you get the payment, you have to apply again with your new supplier. Your new supplier might have different rules about who gets the discount.

For more information about the Warm Home Discount scheme, visit www.gov.uk/the-warm-home-discount-scheme.

Grants to help with energy bills

Some energy suppliers offer grants to help you pay your bills if you're struggling. You might be able to get help from the British Gas Energy Trust – you don't need to be a British Gas customer. To find out more, visit www.britishgasenergytrust.org.uk.

These grants are also offered by suppliers specifically for their own customers:

- npower Energy Fund
- Scottish Power Hardship Fund
- Ovo Energy Fund
- E.on Energy Fund
- EDF Energy Trust
- SSE (Southern Electric) Priority Assistance Fund

For more information, contact your supplier – you can find their contact details on a recent bill or on their website.

If you apply for a grant, you'll have to provide detailed information about your financial situation. It might be worth getting someone to help with your application. The charity Charis Grants can also help you with your application. For more information, visit their website: <https://www.lets-talk.online>.

You can also contact your local Citizens Advice for help.

If you're in debt to your supplier

If you're struggling to pay your energy bills and you owe your supplier money, you should contact them. They have to help you find a solution. This means they must offer a payment plan that takes your circumstances into account.

Some suppliers offer grants to help pay off energy debts. For more information, see page 33.

You can also use Fuel Direct to help pay off energy debt. This takes money directly from your benefits and puts it towards your bill. For more information on Fuel Direct, see page 7.



Top tip

Contact your supplier if your bill is unexpectedly high. Ask them to read the meter for you, or give them a meter reading. An unexpectedly high bill might be caused by the meter being misread.

If you've been told your energy supply will be disconnected

If you let energy debts build up, you might be disconnected. Your supplier must give you the chance to repay your debt using a payment plan before disconnecting you.

Suppliers are not allowed to disconnect you between 1 October and 31 March if you've reached your State Pension age and live alone, or with someone under the age of 18.

The 6 main energy companies have also agreed not to disconnect you at any time of the year if you have:

- a disability
- long-term health problems
- severe financial problems
- children under 5 living at home

The 6 main energy companies are British Gas, EDF Energy, npower, E.on, Scottish Power and SSE.

You also can't be disconnected if:

- you have a debt relief order that includes your energy debts
- you've been made bankrupt and the debt is from before you went bankrupt
- your debt is owed to a previous supplier, not your current one
- the debt isn't for gas or electricity but a different service or appliance you've bought from your supplier
- you have a genuine dispute with your supplier

If you've been disconnected or threatened with disconnection, call the Citizens Advice Consumer Service.

Citizens Advice Consumer Service

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English helpline: 0808 223 1133

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Welsh helpline: 0808 223 1144

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Textphone: 18001 + helpline number

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You can also visit your local Citizens Advice to get more help.

Back billing if you've been undercharged

Sometimes, energy suppliers don't charge you enough for your energy use. Then they have to send you catch-up bills. This is called back billing.

Your supplier can't back bill you for a longer period than 12 months if it's their fault your bills were wrong. If it's your fault (for example, if they tried to read the meter and you didn't let them), they can.

If your supplier goes out of business, you could get back billed for periods longer than 12 months if your bills are wrong. This might happen even if it's not your fault. This is because the supplier will be taken over by administrators, who don't have to follow the same rules.

If there's a problem with your supplier

If you think your supplier has done something wrong, ask them to solve the problem. If they don't do this, you can make a formal complaint. Your bill will tell you how to do this.

Contact the Citizens Advice Consumer Service if you need help making a complaint.

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Your supplier should either:

- resolve your complaint
- send you a letter saying there's nothing they can do – this is called a 'deadlock letter'

You can ask the Energy Ombudsman for help if either of these happen:

- you get a deadlock letter
- your complained more than 8 weeks ago and your supplier still hasn't resolved the problem

You can call the Energy Ombudsman on **0330 440 1624**.

4. ENERGY SUPPLIERS' CONTACT NUMBERS

Energy Company	Website	Customer Service	Warm Home Discount
Affect Energy	affectenergy.com	0330 606 2675	No
Avro	avroenergy.co.uk	0330 058 2005	Yes
Bristol Energy	bristol-energy.co.uk	0808 281 2222	No
British Gas (includes Scottish Gas)	britishgas.co.uk	0333 202 9802	Yes
Bulb Energy	bulb.co.uk	0300 303 0635	Yes
Co-operative Energy	operativeenergy.coop	0800 954 0693	Yes
Ebico	ebico.org.uk	0800 028 6699	Yes
E	e.org	0333 103 9575	Yes
Ecotricity	ecotricity.co.uk	0800 030 2302	No
EDF Energy (includes Seeboard and SWEB)	edfenergy.com	0800 056 7777	Yes
Engie	home.engie.co.uk	0800 280 8000	No
Enstroga	enstroga.co.uk	0115 857 2572	No
Entice Energy	enticeenergy.com	0330 403 0040	No
E.on	eonenergy.com	0345 052 0000	Yes
Flow Energy	flowenergyuk.com	0800 092 0202	Yes
Foxglove Energy (was Fischer Energy)	foxgloveenergy.co.uk	0800 103 2769	No
Gnergy	gnergy.co.uk	01252 494141	No
Go Effortless Energy	goeffortless.co.uk	03333 444 109	No

Energy Company	Website	Customer Service	Warm Home Discount
Good Energy	goodenergy.co.uk	0800 254 0000	No
Green Energy UK	greenenergyuk.com	01920 486156	No
Green Network Energy	greennetworkenergy.co.uk	0800 520 0202	Yes
Green Star Energy	mygreenstarenergy.com	0800 012 4510	Yes
Igloo Energy	igloo.energy	0333 405 5555	No
iSupply Energy	isupplyenergy.co.uk	0330 202 0298	No
Shell Energy (was First Utility)	shellenergy.co.uk	0330 094 5800	Yes
M&S Energy	mandsenergy.com	08081 697 822	No
National Gas	nationalgas.org.uk	01905 380201	No
npower	npower.com	0800 073 3000	Yes
Octopus Energy	octopus.energy	0808 164 1088	Yes
OVO Energy	ovoenergy.com	0330 303 5063	Yes
PFP Energy	pfpenery.co.uk	01772 395777	No
Pure Planet	purepla.net	Online only	
Robin Hood Energy	robinhoodenergy.co.uk	0800 030 4567	Yes
Sainsbury's Energy	sainsburysenergy.com	0808 252 7379	Yes
Scottish Power	scottishpower.co.uk	0800 027 0072	Yes
SO	so.energy	0330 111 5050	No
SSE	sse.co.uk	0345 071 9710	Yes

Energy Company	Website	Customer Service	Warm Home Discount
Together Energy	togetherenergy.co.uk	0333 150 1699	No
Tonik Energy	tonikenergy.com	0333 344 2686	No
Utilita	utilita.co.uk	0345 207 2000	Yes
Utility Warehouse	utilitywarehouse.co.uk	0333 777 0 777	No
Zog Energy	zogenergy.com	Online only	No

Numbers starting with 0800 and 0808 are free from landlines and mobiles.

Numbers starting with 01, 02 or 03 cost:

- up to 9p per minute from landlines
- between 8p and 40p per minute from mobiles, depending on your call package

Most mobile networks offer packages with an allowance of free calls to 01, 02 or 03 numbers.

This booklet is for household consumers in England, Scotland and Wales. It is a guide to help you:

- get the best deal from your energy supplier
- understand what help you can get if you're struggling to pay your bills
- save money by making your home more energy efficient

All the information is correct as of November 2020.